

**U.S. DEPARTMENT OF
COMMERCE
Bureau of the Census
Recruiting Bulletin**

Issue Date: April 6, 2009

Recruiting Bulletin No: 29-09-DEC-FL-AMQA-1

Closing Date: *Open Continuously until all vacancies are filled.*

Position Title: **Assistant Manager for Quality Assurance (AMQA)**

Pay Rate: \$15.50 - \$19.25 per hour. Pay rate varies by location.

Number of Vacancies: Few

Excepted Service Appointment: This is a not to exceed 1 year Schedule A appointment with a possible one year extension.

Area of Consideration:

FLORIDA

Apopka, FL: Orange, Osceola Counties.

Brooksville, FL: Hernando, Pasco Counties.

Broward County, FL: Broward County.

Clearwater, FL: Pinellas County.

Cocoa, FL: Brevard, Volusia Counties.

Daytona Beach, FL: Putnam, Flagler, Volusia Counties.

Delray Beach, FL: Palm Beach County.

Fort Myers, FL: Lee, Collier, Hendry Counties.

Gainesville, FL: Jefferson, Madison, Hamilton, Columbia, Baker, Taylor, Lafayette, Suwannee, Union, Bradford, Gilchrist, Alachua, Dixie Counties.

Hialeah, FL: Miami-Dade County.

Hillsborough County, FL: Hillsborough County.

Hollywood, FL: Broward, County.

Homestead, FL: Miami-Dade, Monroe Counties.

Jacksonville North, FL: Nassau, Duval, Clay Counties.

Lakeland, FL: Polk, Highlands Counties.

Miami South, FL: Miami-Dade County.

Miami-Dade County Northeast, FL: Miami-Dade County.

Ocala, FL: Levy, Marion, Citrus, Sumter Counties.

Pensacola, FL: Escambia, Santa Rosa, Okaloosa, Walton Counties.

Pompano Beach, FL: Broward, Palm Beach Counties.

Punta Gorda, FL: Lee, Charlotte, Glades, Sarasota Counties.

Sanford, FL: Lake, Seminole Counties.

St. Petersburg, FL: Pinellas County.

Separate Evaluation Criteria Statement required for each position desired.

Work Schedule: This is a temporary Full-time position, covered by the mixed-tour employment program. A mixed-tour work schedule may be changed from full-time to part-time or intermittent to accommodate fluctuating workloads.

Who May Apply: All Qualified U. S. Citizens

Duties: Assistant Manager for Quality Assurance (AMQA): The incumbent works closely with and advises the Assistant Manager for Field Operations and the Local Census Office Manager on compliance with pre-established quality assurance goals and procedures for all field data collection operations in the ELCO/LCO. In the advisory role, works with ELCO/LCO operational reports and materials to monitor the quality of data collection processes, performance, and completed field data collection materials. Meeting regularly with the Assistant Manager for Field Operations and the LCO Manager, the incumbent confirms, changes, and supplements their awareness of quality compliance for field data collection operations. In these meetings, the incumbent reports on the progress of the QC operations and identifies and reports quality problems or concerns within the pre-established standards in a clear and timely manner. Suggests remedial action or alternatives to resolve problems. Directly supervises ELCO/LCO office staff that review completed data collection forms, listings, and other hand-filled documents. Has direct supervision of both ELCO/LCO office and field staff that conduct among others, Nonresponse Follow-up, Address Canvassing, and Coverage Follow-up data collection quality control operations. The incumbent is responsible for accomplishing production and quality goals for the ELCO/LCO office data collection review and field quality control data collection operations under their supervision. In the execution of these duties, assures timely completion of assigned tasks and efficient utilization of resources. The incumbent acts as the principal technical advisor on quality assurance aspects of field data collection operations in the ELCO/LCO.

Qualifications: To qualify for the Assistant Manager for Quality Assurance position, all applicants MUST:

- Pass a written management test
- Possess the minimum experience in each of the three areas contained in the Evaluation Criteria Attachment. Your experience for all three must be at least at the level described as “c” in the attached Evaluation Criteria Statement for the Assistant Manager for Quality Assurance. If you do not have that level of experience for any one of the questions, you are not qualified for the position. For

each of the three Evaluation Criteria statements in the attachment, select the letter that best describes your experience. You must have experience in **all** aspects of the work described in order to claim credit for any given level. If you do not meet any part of the description for a level, you may not take credit for it and must choose one of the lower levels that you do meet in full.

HOW TO APPLY:

Step 1: Submit and complete the following the following forms

- Résumé, listing your work duties and accomplishments relating to the job for which you are applying and/or Optional Application for Federal Employment [OF612.pdf](#)
- Declaration for Federal Employment [OF306.pdf](#)
- [Evaluation Criteria Statement for Assistant Manager for Quality Assurance Position. \(refer to Step 2\)](#)
- Exam required (refer to Step 3)

Additionally, the following information must be included in your résumé/application to evaluate your qualifications and determine if you meet legal requirements for Federal employment. Failure to provide this information may result in loss of consideration.

- Recruiting Bulletin number, and Position title.
- Full name, mailing address (including zip code) and day and evening phone numbers (with area code).
- Social Security number
- Country of citizenship (**this Federal job requires U.S. citizenship**).
- Veteran's Preference – Applicants claiming 10-point veteran's preference must submit an SF-15, Application for 10-Point Veteran's Preference, with the required proof (i.e., statement from the Department of Veterans Affairs) and the latest copy of the DD-214, Certificate of Release or Discharge from Active Duty. If the applicant does not provide the supporting documentation for the 10-point preference, but has provided the documentation for the 5-point preference, they will receive the 5-point preference only (until the documentation for the 10-point preference is received).
- Highest Federal civilian grade held (if applicable)
- Highest education level achieved. Specify: name, city, state, zip code (if known), date or expected date (month/year) of completion of degree requirements, type of degree received, and graduate of foreign universities must include proof of foreign education equivalency to an accredited U.S. college/university.
- Paid and non-paid work experience related to the position. For each work experience include: job title, series/grade (if Federal employment), duties and accomplishments, employer's name and address, supervisor's name and address, starting and ending dates, hours per week, salary, and indicate if we may contact your current supervisor/employer.
- Job-related: training courses (title and year), skills (e.g., other languages, typing speed, computer software/hardware, tools, etc.), certificates/licenses (current), and honors, awards, and special accomplishments (e.g., publications, memberships in professional societies, etc.).
- Use of any Government agency envelopes to file job application is a violation of Federal laws and regulations. Applications submitted in Government envelopes or via Government FAX machines will not be accepted.
- Disabled veterans or any other applicants eligible for non-competitive appointments should specify their special eligibility on the application. Individuals with a disability may request reasonable accommodations by calling 1-888-586-9439.

Step 2: To be considered, all applicants must complete the attached Evaluation Criteria Statement form addressing each question in column A. You must indicate the job from your attached resume that verifies the answer you selected OR write in your experience in the space provided in Column B.

Applicant Name: _____

Office Location: _____

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR QUALITY ASSURANCE	
COLUMN A	COLUMN B
Applicants are required to answer each of the three questions below in Column A by circling the best response and supporting that response in Column B.	Applicants are also required to complete the following: <ol style="list-style-type: none"> 1. Indicate the job from your attached resume or other application form that verifies the answer you selected. OR 2. Write in the space below your experience that supports your answer. In addition to listing your experience, you <u>must include</u> the employer's name and address, the title of the position, and the dates of employment.
1. Please select the answer that best describes your experience demonstrating the ability to provide direct supervision over employees/ supervisors to accomplish production and quality standards. (Circle the appropriate letter.)	Response must support answer circled in Column A
<p>a. As my primary responsibility, I have experience with both of the following: As my primary responsibility, I have experience with both of the following: managing a staff of 30 or more employees that included at least two levels/tiers of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); and managing a staff to accomplish production and quality standards.</p> <p>b. As my primary responsibility, I have experience with both of the following: a) managing a staff of 15 or more employees that included at least two levels of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); and, managing a staff to accomplish production and/or quality standards.</p> <p>c. I have experience with both of the following: managing at least one level/tier of subordinate management (e.g., I supervised supervisor(s)/team lead(s)); and, managing a staff to accomplish production and/or quality standards.</p> <p>d. My experience is less than what is described above.</p>	
2. Please select the answer that best describes your experience monitoring the quality of data collection processes, performance, or results. (Circle the appropriate letter.)	Response must support answer circled in Column A
<p>a. As a routine and critical component of my position, I was responsible for assuring the quality of quantitative data from work-units outside of my own staff as well as my own work unit. This responsibility included the review of data from a corporate/organizational perspective and from reports provided by various sources from within my organization. I identified data variance from standards, made recommendations to management, and implemented required modifications that affected work units outside of my own. Specifically,</p>	

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR QUALITY ASSURANCE	
COLUMN A	COLUMN B
Applicants <u>are required</u> to answer each of the three questions below in Column A by circling the best response <u>and</u> supporting that response in Column B.	Applicants are also required to complete the following: <ol style="list-style-type: none"> 1. Indicate the job from your attached resume or other application form that verifies the answer you selected. OR 2. Write in the space below your experience that supports your answer. In addition to listing your experience, you <u>must include</u> the employer's name and address, the title of the position, and the dates of employment.
I analyzed quantitative data that was critical to the performance of other work units as well as my own (including budget or production data), and made recommendations on how to improve the performance quality of different work units.	
b. As a routine and critical component of my position, I was responsible for assuring the quality of my work-unit's performance and/or quantitative data. This responsibility included analyzing management reports of data , ensuring that my work-unit was within appropriate standards, and implementing changes within my work-unit, if necessary, to meet the organization's expectations, and keep my work unit's performance within tolerable variance. This specifically included the analysis of quantitative/numeric data that was critical to the performance of my work- unit (including budget or production data). c. As a routine and critical component of my position, I was responsible for assuring the quality of work for those I supervised . This specifically included the analysis of either qualitative or quantitative data critical to the performance of my work-unit. For example, I monitored the quality of my employees' performance, edited documents, and/or reviewed work products. This work was primarily limited to my own work-unit and I did not have to analyze organizational data reports for quality assurance. d. My experience is less than what is described above.	
3. Please select the answer that best describes your experience with using data to recognize and correct budget, quality, and production problems. (Circle the appropriate letter.)	Response must support answer circled in Column A
a. I have analyzed budget, quality, and production data in order to identify problems and <u>implement</u> corrective actions. I have used the information to persuasively communicate technical information and advice to managers. b. I have analyzed budget, quality, and production data in order to identify problems and <u>recommend</u> corrective actions. I have used the information to persuasively communicate technical information and advice to managers. c. I have experience using management reports to identify problems and have <u>recommended or implemented</u> corrective and effective action, but the data did <u>not</u> include budget, quality control, and production data. I have used the information to persuasively communicate technical information and advice to managers. d. My experience is less than what is described above.	

Send all application forms along with Evaluation Criteria Statement information to:

U.S. Census Bureau
Atlanta Regional Census Center
285 Peachtree Center Ave., Suite 1100
Atlanta, GA 30303
Attn: Sandra Bryant, Administrative Specialists

APPLICATION DEADLINE: Application materials must be received before attending the written exam session. Applications will be referred to the selecting official as vacancies arise and all positions are filled.

Payment of relocation expenses IS NOT authorized.

For further information on this vacancy you may contact, recruiting, at 1-888-586-9439.

CONDITIONS OF EMPLOYMENT:

- This is a Mixed-Tour work schedule that may be changed from full-time, part-time, or intermittent to accommodate fluctuating workloads.
- Candidates selected for these positions must sign agreements outlining the conditions of employment prior to the appointment.
- You will be required to complete a Declaration of Federal Employment (OF-306) to determine your suitability for Federal employment and to authorize a background investigation. You will also be required to sign and certify the accuracy of all the information in your application. If you make false statements in any part of your application, you may not be hired; or you may be fired after you begin work; or you may be fined or jailed.
- Public law requires all new appointees to present proof of identity and employment eligibility (e.g., U.S. citizenship).

**THE U.S. DEPARTMENT OF COMMERCE IS AN
EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

THE CENSUS BUREAU DOES NOT DISCRIMINATE IN EMPLOYMENT ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, POLITICAL AFFILIATION, SEXUAL ORIENTATION, MARITAL STATUS, DISABILITY, AGE, MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, OR OTHER NON-MERIT FACTOR.